

## IMPORTANT INFORMATION FOR INDEPENDENT TRAVELERS

Welcome to Conway Hall, your home for the coming term. Here you will find some basic information on health and safety for the residence and around London, as well as some guidelines and regulations for life in Conway Hall. If you have any questions whatsoever, please do not hesitate to contact me by phone (+44 7852 554822) or email ([jcopela1@nd.edu](mailto:jcopela1@nd.edu))

Josh Copeland – Rector, Conway Hall

### HEALTH AND SAFETY REQUIREMENTS

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- **Emergency contact card.** Please keep this yellow card with you, preferably somewhere safe such as in your wallet. It contains key contact numbers for you, including those of the Rector phone, Conway security, and the HTH global health hotline. Program these into your UK phone. The emergency number in the UK is 999.
- **Mobile phones.** It is your responsibility to get a mobile phone, as explained to you pre-departure. You must fill in a survey that will be sent in the first week so that we have your number on file. It is extremely important that you have a phone number that is operational in the UK that we can use to contact you and that you can use to contact us. If you need any information about purchasing phones, please consult the email provided in December, or get in touch with the Rector.

### FIRE SAFETY AT CONWAY HALL

- On hearing the fire alarm **residents must evacuate the residence immediately** by the nearest fire escape route. Use the stairs: do not attempt to use the elevators. There are two fire assembly points: the entrance to the subway in front of the main entrance; and Doon St (located through the patio and back gate). Once there, you must wait for further instructions.
- If there is a fire, do not stop to use a fire extinguisher but **evacuate the building immediately**.
- Tampering with fire safety equipment will result in serious sanctions, including the cost of repair.
- Front doors to flats must never be propped open. These are fire doors and will only work as such if kept shut.
- No open flames or smoking materials of any kind – including incense and candles – are permitted anywhere in Conway Hall.
- **No smoking.** Smoking is not permitted anywhere within the residence hall or in the back courtyard. In the UK it is a criminal offense to smoke in a public building, punishable by a £500 fine.

### SECURITY AT CONWAY HALL

- The front desk is staffed by security guards 24/7. There are also CCTV cameras throughout the building.

- Residents must use their key cards to swipe into Conway Hall, and show their ND ID to the guard at reception.
- Take your key card with you whenever you leave your flats and do not lend your card to anyone.
- The charge for a lost key card is £25.

## GUESTS AT CONWAY HALL

- **No overnight guests are allowed.**
- Guests may be admitted between 10am and midnight. All guests must be signed in at reception upon entering and signed out when they leave. All guests must also leave some form of identification at the front desk (e.g. photo ID, credit card) to be collected upon departure, and must be escorted at all times by their hosts when in the residence.

## RESIDENTIAL RULES AND INFORMATION

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**Rector: Josh Copeland**

**Assistant Rector: Shannon McNaught**

There is a London supplement to *Du Lac*. This sets out all the rules and regulations that govern our life together at Conway Hall. These guidelines come directly from Notre Dame's vision for Residence Life and are designed to help Conway Hall be a place in which we learn to be considerate of the needs of other people. All are important, but I would like to highlight:

- **Quiet hours between midnight and 8am.** No loud noise will be tolerated at this time.
- **No drinking for the purpose of intoxication.** This is abusive drinking and against *Du Lac* policy. Specifically, **no drinking games and no hard liquor greater than 14% abv**
- **No parties in flats.** Criteria we use to identify an unauthorized party include:
  - More people in a room than can be comfortably seated.
  - People speaking above normal volume to make themselves heard.
- **No alcohol is permitted in the hallways or common areas of Conway Hall.**

## MAINTENANCE AND HOUSEKEEPING

- There is a limited cleaning service for each flat, according to the schedule posted on your refrigerator. Surfaces need to be cleared in order for the cleaners to do their work.
- You are responsible for purchasing toilet paper and cleaning supplies for your flats (cloths, sponges, etc.)
- If you need emergency maintenance assistance in your flat, please notify security. For non-emergency issues, please fill out a maintenance request at the front desk.

## WASTE DISPOSAL

- You are responsible for taking out your own trash. There are waste and recycling dumpsters located by the back gate, through the courtyard. Feminine sanitary waste should be disposed of in the sanitary bins in your bathrooms.

## LAUNDRY

- You are responsible for your own laundry, including bed sheets and towels. The laundry room on the Lower Ground floor is equipped with coin-operated washing machines (£2) and tumble dryers (£1). Irons and ironing boards are available free of charge.
- If you find a machine is broken, please notify the front desk.

## COMMON STUDY ROOMS

- Each floor has a Common Study Room. Please look after these areas, keep them clean and tidy, and be considerate of others who wish to use the space.

## TRAVELLING SAFELY IN LONDON

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London is a big and bustling city and as such you need to be careful when you are out and about, particularly at night. Taking some basic precautions may help to keep you and your possessions safe:

- Keep hold of your drinks and your possessions while you are out.
- Plan your journey before you leave, to make sure you can get home ok.
- Look out for each other: keep track of everyone in your party throughout the evening.
- Only carry what you need for the night, rather than extra belongings.
- **Never walk home alone and stick to busy, well-lit streets.**

## GETTING HOME: PUBLIC TRANSPORT

- The website for public transportation in London is: [www.tfl.gov.uk](http://www.tfl.gov.uk). The website includes a very helpful journey planner tool: <http://journeyplanner.tfl.gov.uk>
- **Oyster Card.** Please see the handout included here. You can use your Oyster Card to pay for journeys on both buses and underground trains (the “Tube”), as well as some overground trains. The tube network closes around midnight (or 11pm on Sundays), but buses run through the night. The buses in London all have CCTV and are a safe way to travel, particularly if you stay on the ground level. Information about 24hr and Night Bus (N-prefixed buses) services are posted at bus stops, or call Transport for London’s automated travel planner on 0843 222 1234 .

## GETTING HOME: CABS AND MINICABS

- **Always make sure you are using a LICENSED vehicle.**
- To book a licensed cab, use **CabWise**. Text “home” to 60835 and you will be sent the phone numbers of two local licensed minicab companies, and the central booking line for a Black Cab or Taxi.  
<http://www.tfl.gov.uk/tfl/gettingaround/taxisandminicabs/taxis/default.aspx> for details and a free reminder text.
- Licensed Taxis or ‘black cabs’ can be any colour, but are always the iconic black cab *shape*, and will have a ‘TAXI’ sign above the windscreen. You can hail these on the street

– the sign is illuminated if they're available. Some black cabs can take credit or bank card payment, as well as cash – if you specifically need a card-payment cab you can request one by calling 0871 871 8710.

- Licensed minicabs are not authorized to pick up passengers who hail them on the street - they must be booked in advance by phone – use CabWise.

## MEDICAL MATTERS

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### EMERGENCY MEDICAL TREATMENT

- The closest emergency room is the **Accident & Emergency (A&E) Department, St Thomas's Hospital**. If you can walk, this is a 5-min walk past the London Eye, directly across the river from the Houses of Parliament.
- **If you need an ambulance dial 999**. Please also call the Rector phone number as soon as possible to inform us of what has happened.
- Emergency treatment is provided completely free of charge, but if you go to the emergency room for non-urgent care you may be charged.

### NON-EMERGENCY TREATMENT

- You are enrolled in the HTH Global Health insurance scheme, which will cover most non-emergency medical treatment that you would need outside the US – but you must use a participating healthcare provider.
- **To make an appointment you must contact the HTH Global Health hotline** (details on your insurance card and on the emergency contact cards). They will book an appointment for you with an approved provider and streamline the payment process.

### MINOR AILMENTS AND INJURIES

- The Rector, Building Manager, and the Conway security guards can provide basic first aid.
- For minor ailments, if you are not sure if you need to see a doctor, or for quick expert advice, go to a pharmacy. Pharmacists in the UK are very well trained and can give expert advice on medicines. The nearest pharmacy to Conway Hall is in Waterloo Station. It is called **Boots** and is open until 10pm Mon-Sat, and 9pm on Sunday. There is also a Boots pharmacy on Lower Marsh Street, in Charing Cross station, and on the Strand between Charing Cross and Trafalgar Square.

### MENTAL HEALTH

Living in a new country and adjusting to a new culture may exacerbate or create new mental health issues. **Do not suffer in silence**. We are here for you and will do our best to help you as you need. The rectors are happy to talk to you confidentially about any mental health concerns you may have and can put you in touch with professional mental healthcare providers that are part of the HTH Global Health scheme.